



Request for Information Security System Services Monday, January 25, 2021

Description

The Town of Rolesville is seeking scope of services and cost information from potential vendors who monitor and troubleshoot security systems, including cameras and proximity key fob systems.

Background

The Town seeks information regarding security system services for the following locations:

- **Town Hall, 502 Southtown Circle**
 - Exterior and interior door RFID fob stations
 - Exterior and interior security cameras
- **Rolesville Police Department, 204 Southtown Circle**
 - Exterior and interior door RFID fob stations
 - Exterior and interior security cameras
- **Redford Place Park, 121 Redford Place**
 - Exterior door RFID fob stations
- **Main Street Park, 200 South Main Street**
 - Exterior door RFID fob stations

Brands of systems and quantities of cameras & fob stations can be provided upon request. More sites will be added in the future.

Response

Each response should address the following items. Vendor also invited to add any features or services that may not be mentioned below.

- The name of the company, contact person, telephone number, and email address.
- The vendor's qualifications, years in business, staff profile, and experience in providing security services.
- The number of full-time and part-time employees employed by the business currently.
- Names and contact numbers for at least three business organizations that are current clients.
- Pricing and cost information, given the expectations listed below. Provide separate pricing for each facility.
- What security system(s) you currently provide support for.
- A fee sheet including maintenance agreement costs and after-hours call costs.

Timeline

Responses may be submitted by **Monday, February 8, 2021** at noon via email to:

Katie Pearce, Customer Service Specialist
Town of Rolesville
katie.pearce@rolesville.nc.gov
919-556-3506

Services

On-going Maintenance & Support

- Furnish all labor, equipment, supplies, supervision, and transportation necessary for complete security system service and maintenance.
- Security system hardware purchasing, replacement, and installation as needed.
- Implement and maintain security system software configuration.
- Ensure client is able to monitor security cameras 24/7 and is able to record activity captured on camera.
- Ensure client is able to adequately secure building access.
- Provide a 24-hour point of contact to immediately provide troubleshooting and technology support.
- Provide reference & troubleshooting resource(s) for the Town to keep on site for each security system.

Other Requirements

- All employees of the vendor who work in Town buildings must pass a background check and keep a clean criminal record.
- All employees of the vendor should wear a distinctive and/or identifiable uniform and be able to present company-issued identification during visits to Town properties.
- Any damage caused by the vendor or employees will be repaired by the vendor at their expense.
- Vendor is expected to comply with federal, state, and local laws and regulations.
- Vendor is expected to follow best practices to maintain confidentiality between vendor and client.